

# HEAR & Now

A bi-weekly employee performance message for supervisors

Your road map to success



## Getting Started

### Work progress meetings

The goal of the HEAR process is to encourage on-going communication between you and your employees. This is an opportunity to give recognition, recommendations, receive input, and identify opportunities to improve performance.

The work progress meetings give you a chance to provide consistent feedback to your employees. During these meetings, you and your employee should discuss performance goals, behavior factors, and work progress.

If changes to the work plan are required, then it must be documented, and re-approved by you, the employee, and the reviewing authority.

#### Key points to remember

- Meet quarterly or at least semi-annually for 20 to 40 minutes
- Discuss achievements, concerns, behaviors, and performance referring to the plan form
- Encourage communication
- Document each meeting; a form similar to the sample Supervisor's Work Progress Meeting Form in the HEAR Process Guidelines Appendix F is encouraged
- Meet with each employee at the same time intervals, and for approximately the same length of time
- Meet at least twice a year with your reviewing authority to review your documentation

#### Homework

Go to [www.houstontx.gov/hr/hear.html](http://www.houstontx.gov/hr/hear.html), download the HEAR Process Guidelines and review the Work Progress Meeting Form.

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## Timeline and Upcoming Events



## SMART vs. Not SMART

### Not SMART

- Return landscaping to original condition upon completion of water main repairs

### SMART

- Consistently receive no requests, within any given month, to return landscaping to its original condition on all job sites upon the completion of a water main repair.

## A message from the project manager

We are at a 50 percent completion rate for HEAR training. If you haven't attended the class yet, register for one of the 70 sessions that still remain. Only supervisors who have completed the required training will be able to conduct evaluations.

Noel A. Pinnock